### Place an Internal Call

1. Click the **Search for people** icon.
2. Enter the name or number in the **Search for people** field.
3. Hover over the contact and click the **Call** icon.
4. Click the **Call** icon.
5. Enter the number with mouse or keyboard.
6. Available basic actions during an active call:
   - Mute microphone
   - Place caller on hold
   - Dial pad
   - Hang up

### Receive an Incoming Call

1. Click the **Call** icon to answer the call.
2. Click the **Call** icon to send the call to voicemail.
3. Click **or** to answer or decline the call from the **Active Calls** area.

**Note:** While Fuze Desktop is inactive, a call control window will appear; hover over the window and click the **Call** icon to expand to full screen.

### Set Presence Status

1. Click the profile dropdown arrow.
2. Select the applicable status option.
3. Click the **Do not disturb** toggle to decline incoming calls and mute notifications.

### Transfer Now or Transfer to Voicemail

**To transfer a call immediately:**
1. Click the **Call** icon on an active call.
2. Enter the name or number to transfer the call to.
3. Hover over the contact and click **to transfer immediately**.

**To transfer directly to voicemail:**
1. Click the **Call** icon on an active call.
2. Enter the name or number to transfer the call to.
3. Hover over the contact and click **to transfer directly to voicemail**.

### Transfer Call First

1. Click the **Call** icon on an active call.
2. Enter the name or number to transfer the call to.
3. Hover over the contact and click **to speak with the receiving party**.
4. Click the **Call** icon to complete transfer.
<table>
<thead>
<tr>
<th>Create an Audio Conference</th>
<th>Add a New Contact</th>
<th>View the Voicemail List</th>
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</thead>
<tbody>
<tr>
<td>1. Call the first participant</td>
<td>1. Hover over and click <strong>Settings</strong> on the <strong>RECENT</strong> list, then click the <strong>Add Contact</strong> button OR</td>
<td>1. Click the <strong>Call</strong> icon</td>
</tr>
<tr>
<td>2. Click the <strong>Call</strong> icon</td>
<td>2. Click the unknown number on the <strong>RECENT</strong> list and click <strong>Add this number as a Contact</strong> OR</td>
<td>2. Click the <strong>VOICEMAIL LIST</strong> button</td>
</tr>
<tr>
<td>3. Enter the name or phone number of additional participants (maximum of five participants)</td>
<td>3. Click the <strong>NEW CONTACT</strong> button on the <strong>Search for people</strong> page</td>
<td>3. Click the voicemail</td>
</tr>
<tr>
<td>4. Select the name or number</td>
<td>4. Fill in all applicable fields and click <strong>CREATE CONTACT</strong></td>
<td>4. Click the <strong>button to listen to the voicemail</strong></td>
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<tr>
<td>5. Click the <strong>CONFIRM</strong> button</td>
<td></td>
<td>5. Click the <strong>ESC</strong> icon to exit the voicemail list</td>
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</table>